EVault Software

Granular Restore for Microsoft Exchange 7.1

User Guide

Revision: This manual has been updated for Version 7.1 (April 2014).
Software Version: 7.10

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Acknowledgements: Two encryption methods, DES and TripleDES, include cryptographic software written by Eric Young. The Windows versions of these algorithms also include software written by Tim Hudson. Bruce Schneier designed Blowfish encryption.

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The EVault Software Agent, EVault Software CentralControl, and EVault Software Director applications have the encryption option of AES (Advanced Encryption Standard). Advanced Encryption Standard algorithm (named Rijndael, pronounced “Rain Doll”) was developed by cryptographers Dr. Joan Daemen and Dr. Vincent Rijmen. This algorithm was chosen by the National Institute of Standards and Technology (NIST) of the U.S. Department of Commerce to be the new Federal Information Processing Standard (FIPS).

The EVault Software Agents and EVault Software Director applications also have the added security feature of an over the wire encryption method.

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1. Product Overview

Granular Restore for Microsoft Exchange is granular data extraction software for Exchange database safeset shares. After an Exchange DR safeset share is set up using the Windows Agent, the utility provides direct access to mailbox store contents, displaying a list of mailboxes and their contents with selective export functionality.

Granular Restore for Microsoft Exchange can extract mailboxes, folders, messages and file attachments, notes, contacts, tasks and appointments, creation dates for all objects and other attributes. Recovered items can be either saved into Personal Storage File (.pst) files, to be opened with Microsoft Outlook or other compatible email clients, or exported to original live Exchange Server mailboxes.

The utility makes no changes to the mail store, preserving it in original unmodified state.

Main features of Granular Restore for Microsoft Exchange:

- Recovers mailboxes, folders, messages and file attachments
- Recovers email addresses from Active Directory storage
- Recovers notes, contacts, tasks and appointments
- Recovers creation dates for all objects
- Saves selected items to PST files or exports to live Exchange Server mailbox(es)
- Full install/uninstall support

1.1. Supported Exchange Mail Store Versions

Granular Restore for Microsoft Exchange supports the following mail store versions:
2013, 2010, 2007.

1.2. System Requirements

Basic system requirements:

- Operating systems: Windows 8.1, Windows 8, Windows 7, Vista, 2012 Server R2, 2012 Server, 2008 Server, 2003 Server or XP
- RAM: 1024 MB, depends on mail store size and OS version
- Hard Disk: minimum 20 MB of free space required for installation
- Display: 800 x 600 or higher resolution, 256 colors

Additionally, Granular Restore for Microsoft Exchange may require free space on disk 1.5x the size of mail store being processed. The space is required on the machine where Granular Restore for Microsoft Exchange is installed and used. For example, to process a 300MB mail store 450MB free disk space should be available.

1.2.1. Live Exchange Server export requirements

Exchange Server

Exchange Server 2013, 2010 or 2007
Exchange Web Services enabled on Exchange Server

Network

Port 443 open on the network. The EWS messages are transported via SOAP-based API, which is essentially sending XML data using https protocol.

Restore client

GRT installed. Access to Exchange server(s) over network.

1.3. Limitations

Current version of the product has the following limitations:

- Log files are not processed
- While processing dirty shutdown databases storages may be restored not to the topical condition
- Messages in the Outbox folder are not restored if they haven't been synchronized with the server
- Simultaneous recoveries are not supported
- Simultaneous running of more than one instance of the product is not supported
- Attached messages, encrypted emails and embedded objects are not restored
- Messages with size over 64 MB are not supported
- Windows 2000, 98, ME and 95 are not supported
- Follow up emails are not supported
- Recovery of delivery receipts and non-delivery reports is not supported

- Tool doesn't support usage in "Run as different user" mode
- OST files, created in Outlook 2013, are not supported
- Search does not work on PST/OST files

Boundaries for optimal recovery and search

Usage of Granular Restore for Microsoft Exchange has been successfully tested on databases with the following characteristics:

- Mail store (EDB database) size: 1TB
- Mailbox size: 100GB
- Number of messages in the database: 2,000,000
- Number of mailboxes in the database: 10,000
- Number of messages in one mailbox: 100,000

Injection limitations

- Injection will not be supported for Exchange Server 2003 and earlier versions. These versions do not support EWS.
- Archive mailboxes (and items from such mailboxes) are not exported to live Exchange Server.
- Photos of contacts are not exported to original live mailbox in Exchange Server 2007.
- Emails with embedded images are displayed with an attachments icon after exporting into live Exchange Server 2007.
- Creation time and Modified time are not restored.
- Exporting data into live Public Folder is not supported.
- Exporting data from PST/OST files into original mailbox is impossible.
- Contact Groups and Meeting Requests cannot be exported into live Exchange Server 2007 instances. Use export through PST for these item types.

Tip

Note that the utility is best used for granular item extraction. The program is designed for ease of locating, selecting and exporting specific messages, folders or mailboxes. Entire databases can be exported as well, but the restore time will significantly increase over a slow connection. For bulk operations that involve exporting more than one mailbox it is typically better to work with a local copy of the database.

1.4. Customer Support

For customer support, please contact EVault using one of the methods listed below.

Online:	**https://www.evault.com/support/customer_login.html**
email:	Support@EVault.com

Tip

When contacting Customer Support with a technical issue, please have ready the program's log files and the mail store you are having difficulty with.

To get log files, click File menu and choose Open Log Folder. Zip the contents of the folder and attach the resulting archive to your support request.

If the log archive and/or mail store exceeds 10MB, it may be impossible to send them as an email attachment. In that case, upload instructions will be provided to you upon request.

2. Installation

This chapter describes the steps required to install Granular Restore for Microsoft Exchange. Depending on your preferences, it is possible to install the product in Default or Advanced mode.

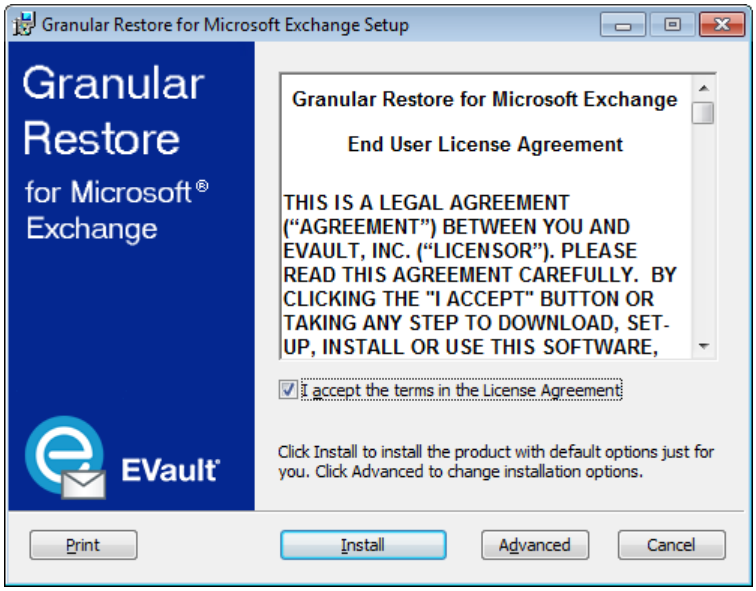
Default Mode

Default mode provides simple setup that requires just a few mouse clicks to complete. For the sake of simplicity, it does not offer any customization capabilities and uses the following default settings:

1. Granular Restore for Microsoft Exchange will be installed in a per-user folder and be available just for your user account. You do not need local Administrator privileges in this case.
2. The default installation location is "C:\Program Files\EVault Software\"
3. A shortcut for this program will be created on the desktop automatically.

Step by step instructions:

1. Double-click on the setup file to start the installation process.
2. The Software License Agreement appears. To proceed, you have to read it and indicate your acceptance by checking the "I accept the terms in the License Agreement" box.
3. Click Install to start setup.


Granular Restore for Microsoft Exchange Setup
Granular Restore
for Microsoft®
Exchange
Granular Restore for Microsoft Exchange
End User License Agreement
THIS IS A LEGAL AGREEMENT ("AGREEMENT") BETWEEN YOU AND EVAULT, INC. ("LICENSOR"). PLEASE READ THIS AGREEMENT CAREFULLY. BY CLICKING THE "I ACCEPT" BUTTON OR TAKING ANY STEP TO DOWNLOAD, SET-UP, INSTALL OR USE THIS SOFTWARE,
I accept the terms in the License Agreement
Click Install to install the product with default options just for you. Click Advanced to change installation options.
EVault
Print
Install
Advanced
Cancel

4. The installation will start. When finished, you will have an option to launch the installed product.

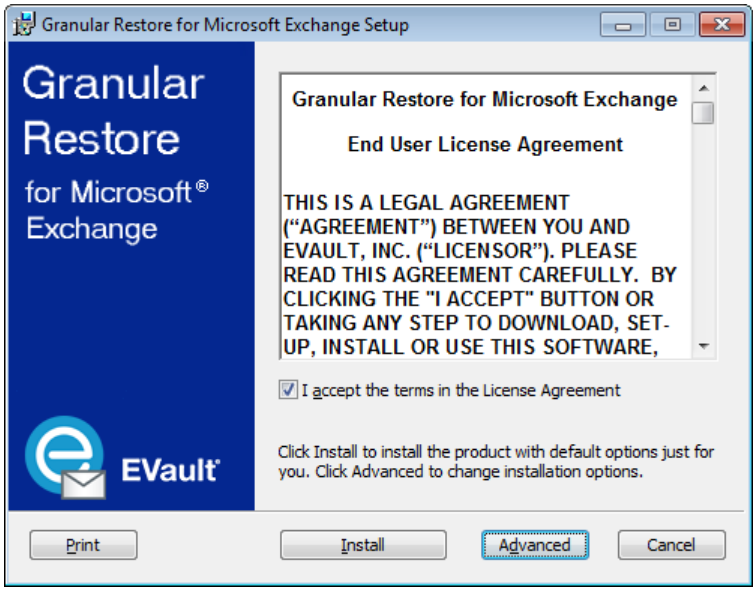
Advanced Mode

Advanced setup mode allows to change default installation options.

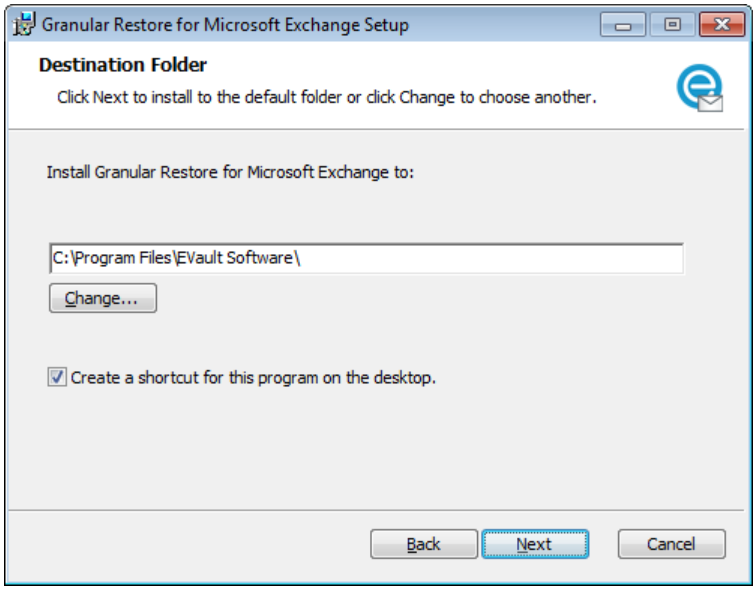
Step by step instructions:

- Double-click on the setup file to start the installation.

- The Software License Agreement appears. Read it, click "I accept the terms in the License Agreement".


Granular Restore for Microsoft Exchange Setup
Granular Restore
for Microsoft®
Exchange
EVault
Granular Restore for Microsoft Exchange
End User License Agreement
THIS IS A LEGAL AGREEMENT ("AGREEMENT") BETWEEN YOU AND EVAULT, INC. ("LICENSOR"). PLEASE READ THIS AGREEMENT CAREFULLY. BY CLICKING THE "I ACCEPT" BUTTON OR TAKING ANY STEP TO DOWNLOAD, SET-UP, INSTALL OR USE THIS SOFTWARE,
I accept the terms in the License Agreement
Click Install to install the product with default options just for you. Click Advanced to change installation options.
Print
Install
Advanced
Cancel

- Click Advanced to change installation options described above.
- Click Next to install the product to the default folder or Change to choose another folder. To add an icon shortcut to the desktop for quick start of the program, check Create a shortcut for this program on the desktop.


Granular Restore for Microsoft Exchange Setup
Destination Folder
Click Next to install to the default folder or click Change to choose another.
Install Granular Restore for Microsoft Exchange to:
C:\Program Files\EVault Software\
Change...
Create a shortcut for this program on the desktop.
Back
Next
Cancel

- Click Install to begin the installation. Click Back to change any of your installation settings. Click Cancel to exit the Setup Wizard.
- After the installation finishes you can choose to Launch Granular Restore for Microsoft Exchange when setup exits to start the program automatically by clicking the appropriate checkbox. Click the Finish button to exit the Setup Wizard.

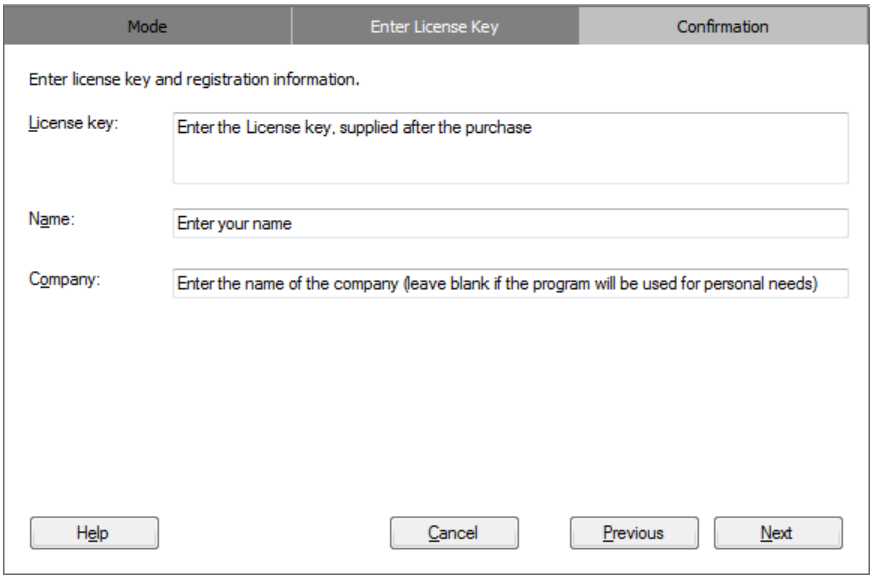
Important Note

To install the program for all users on the computer you must have local Administrator privileges.

2.1. Product Activation

When starting Granular Restore for Microsoft Exchange for the first time, you are prompted to activate the product by entering your license key.

Enter the license key, and provide the names of registered user and company. Click Next to finish the activation.



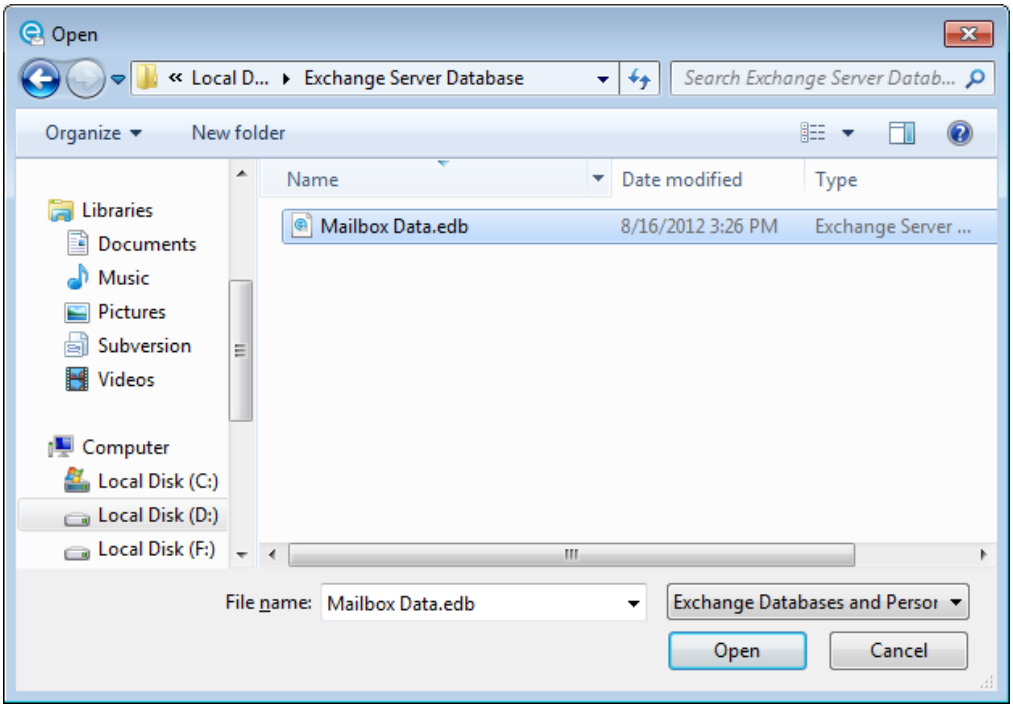
Tip

When getting an error message, first of all check if the license key has been entered correctly. It's best to copy and paste the key to avoid typos.

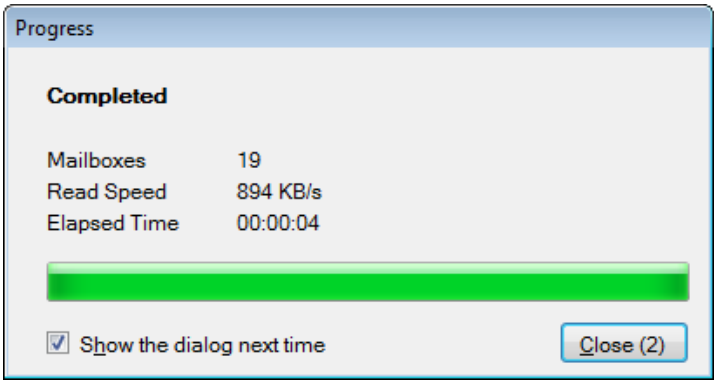
3. Opening an Exchange Mailbox Store

To open a mailbox store for browsing and export, launch Granular Restore for Microsoft Exchange and click file open button on the taskbar or select File|Open from the menu. On first launch, the file open dialog will be shown automatically.

Select the store you will be working with and click Open.



By default, a progress window will accompany opening the selected mailbox store. The window displays overall progress and information about the number of mailboxes in the database and folders in the PST/OST file. The window can be disabled by unchecking the Show the dialog next time check box or from the Options menu. The progress window will be automatically closed in 3 seconds after database opening.



Current operation can be cancelled right on the Progress dialog, by clicking an appropriate link.

After loading the mailbox store is complete, it will be available for browsing and export. The mailbox store will also become the default store and will be automatically reopened next time you launch the utility.

Note

If you closed the Progress window, it can easily be shown again by clicking on the progress bar on the status panel.

3.1. Creating a Share

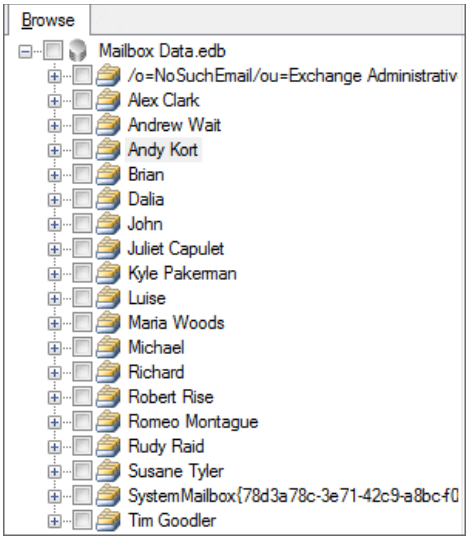
To use Granular Restore for Microsoft Exchange with Exchange mail stores backed up using EVault Exchange Plug-in, a share should be created first. A share is essentially a virtual drive with a mail store on it. For details on creating shares, please see the EVault Software's "Microsoft Exchange Plug-in 7.1 User Guide".

Once the share is created, launch Granular Restore for Microsoft Exchange and open the mail store from it.

4. Finding and Selecting Messages, Folders and Mailboxes

Granular Restore for Microsoft Exchange provides two mutually complementary modes of finding, previewing and selecting items: browsing the mailbox tree and search. Using these, it is possible to efficiently form a set of items for subsequent export, including the necessary ones and excluding ones to be skipped.

A newly opened database is shown in the Browse mode.



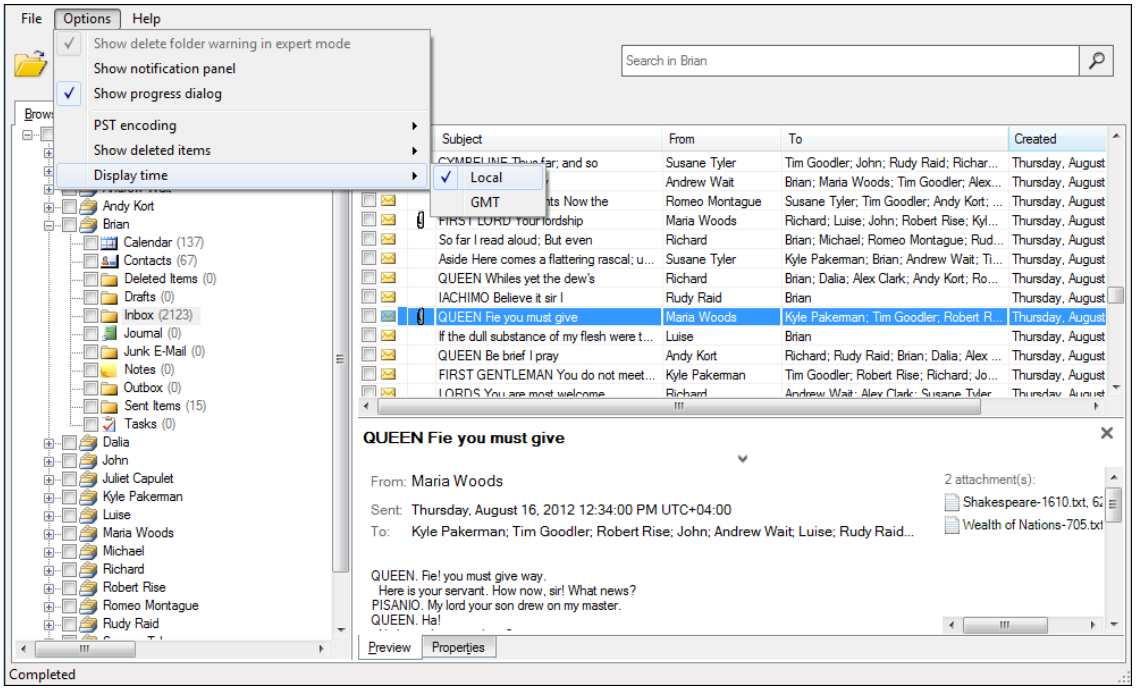
4.1. Browsing Mailbox Tree

Browse mode shows mailbox store in a tree-like structure and allows browsing mail folders and previewing individual items.

This mode is best for navigating to specific mailboxes, folders and messages when it is precisely known what data needs to be extracted.

For example, a user may ask to restore a specific message from a known folder. Expand his or her mailbox in the tree, select the folder, find and click the item. All available properties and information about the item will be displayed in the Preview window to the right of the tree.

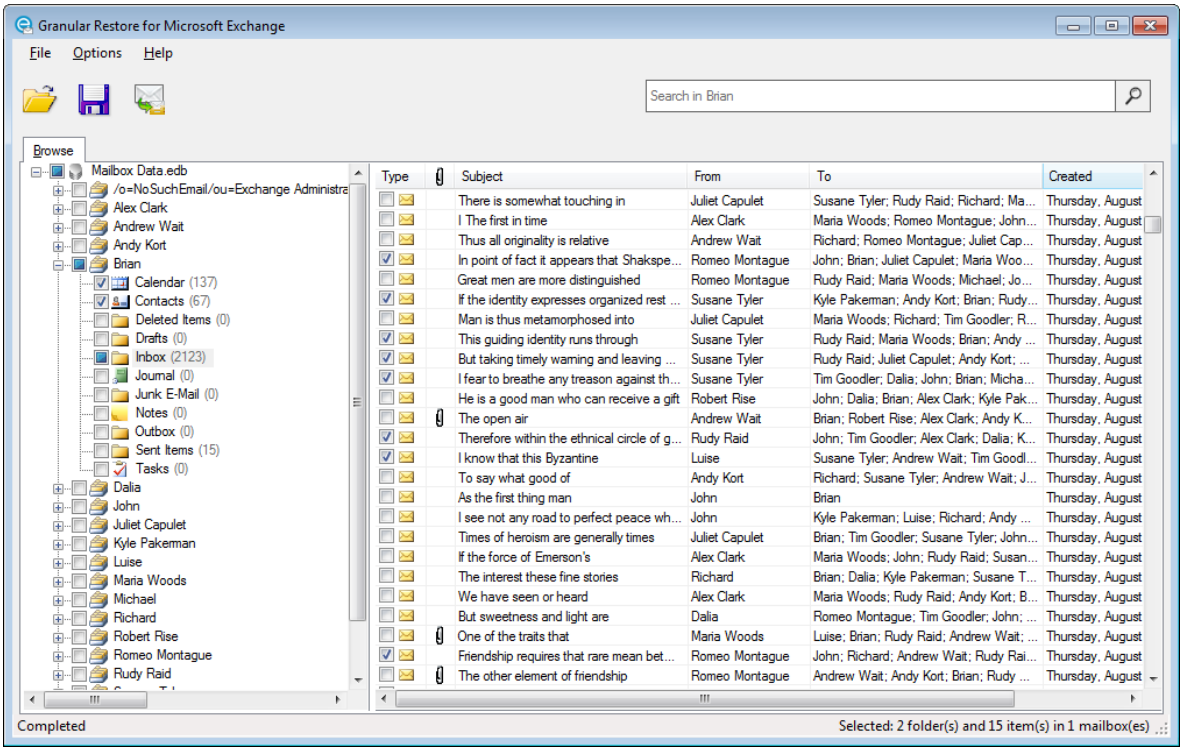
To switch dates display format between local computer time and GMT on the Properties tab, use the Options menu.



After selecting any date format, the database will be reopened.

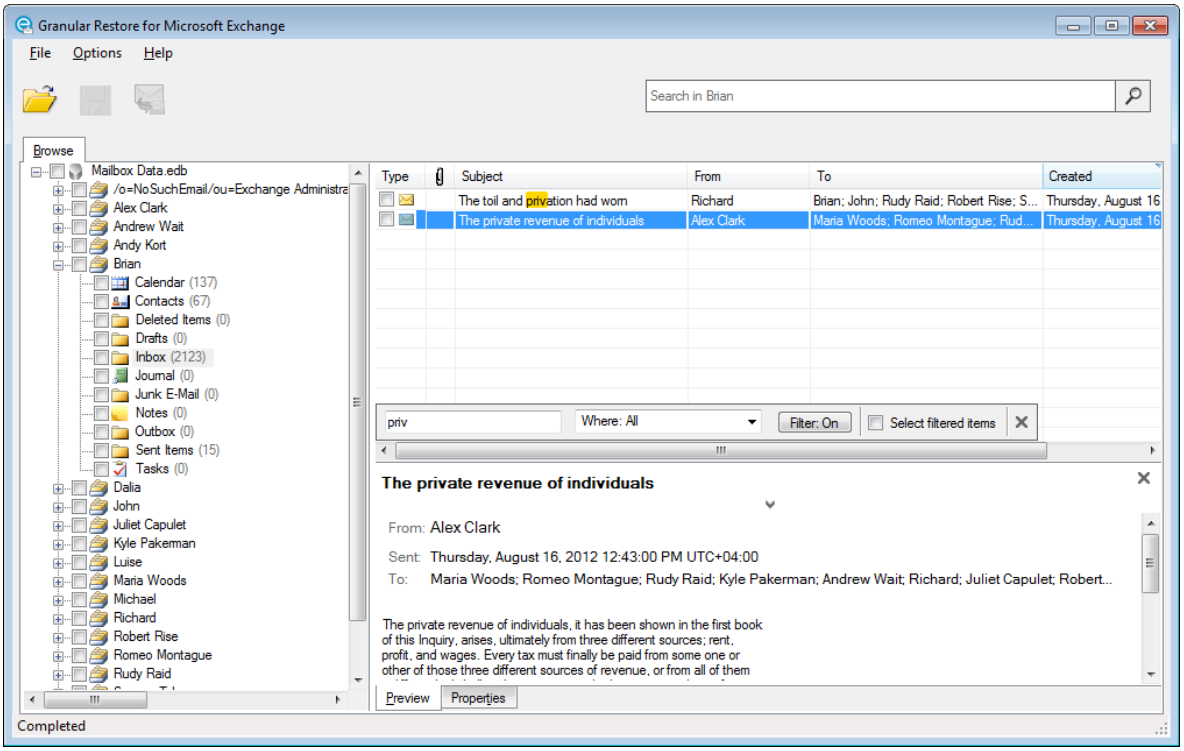
There is a checkbox next to the message. Check it to mark the message for export.

Continue to mark other items, folders and mailboxes for export in a similar way.



Use filtering feature for better browsing the list of items in a folder.

Enable filtering by pressing Ctrl+F buttons. A special panel will appear in the right part of the program window.

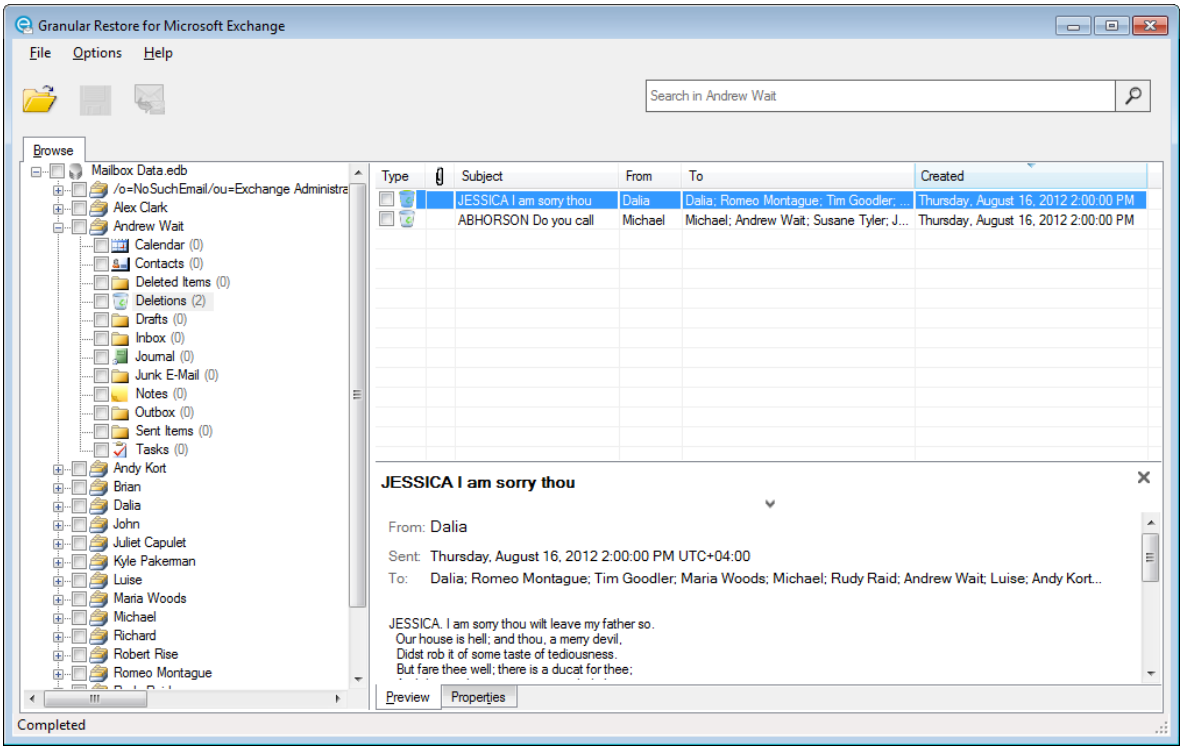


The program has the opportunity to show deleted from the hierarchy, but not physically deleted, messages.

This special feature can be enabled via the Options menu. There are three available display modes:

- show non-deleted items;
- show only deleted items;
- show both deleted and non-deleted items.

Items, deleted from Exchange Server 2010 and 2013 databases, are stored in the folder Deletions and have an appropriate status.



Items, deleted from Exchange Server 2007 databases, are stored in their original folders but can be easily recognized by an appropriate status.

After selecting any way of processing deleted items, the database will be reopened.

Note

Items, stored in the folder Deletions, cannot be recovered to live Exchange Server database. It is recommended to restore items from the Deletion folder to PST and then import to live Exchange Server.

Tip

Each individual item, folder and mailbox has a checkbox next to it. Using these checkboxes, it is possible to select as many or as few items for export as necessary.

To export an entire

- mail store, mark the root checkbox with the mail store name.

- mailbox, mark the checkbox next to mailbox in the tree.
- folder, expand a mailbox and mark the checkbox next to the desired folder.

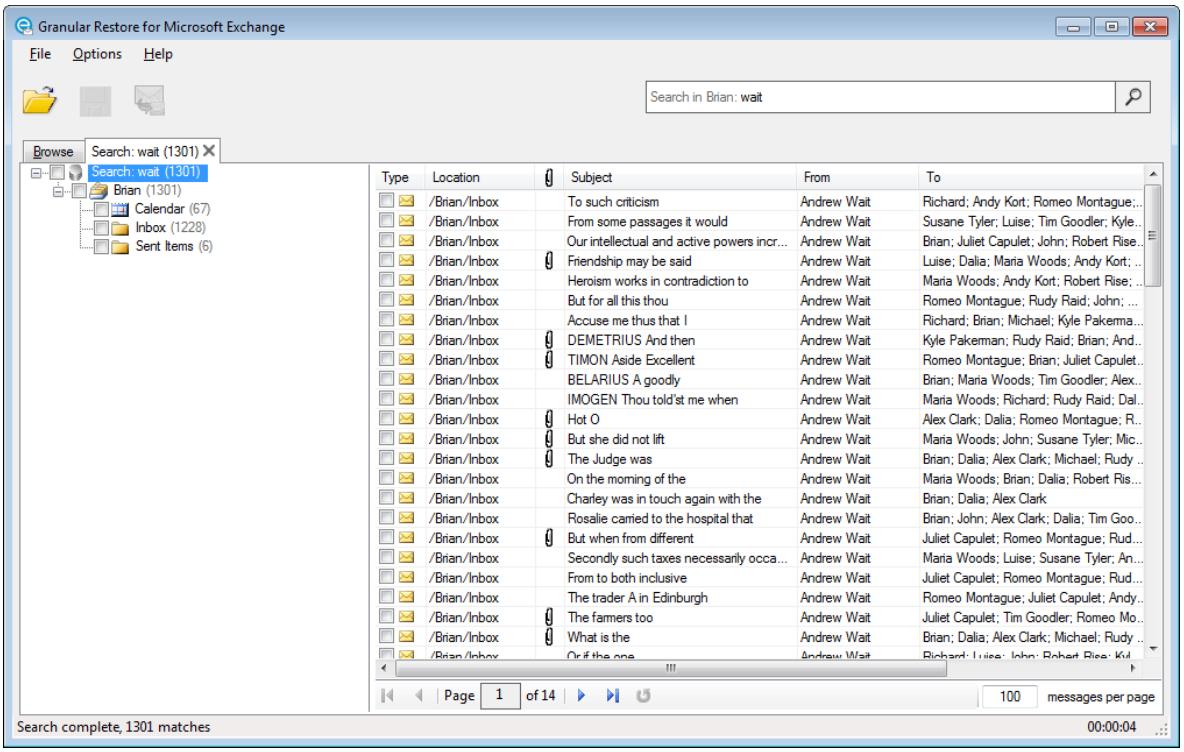
4.2. Using Search

The Search in the main window provides the ability to search single or multiple mailboxes and perform actions on the search results.

The best application of Search mode is when the location and/or number of items to extract is not known exactly. Using keyword search, it is possible to narrow down on specific messages, folders and mailboxes.

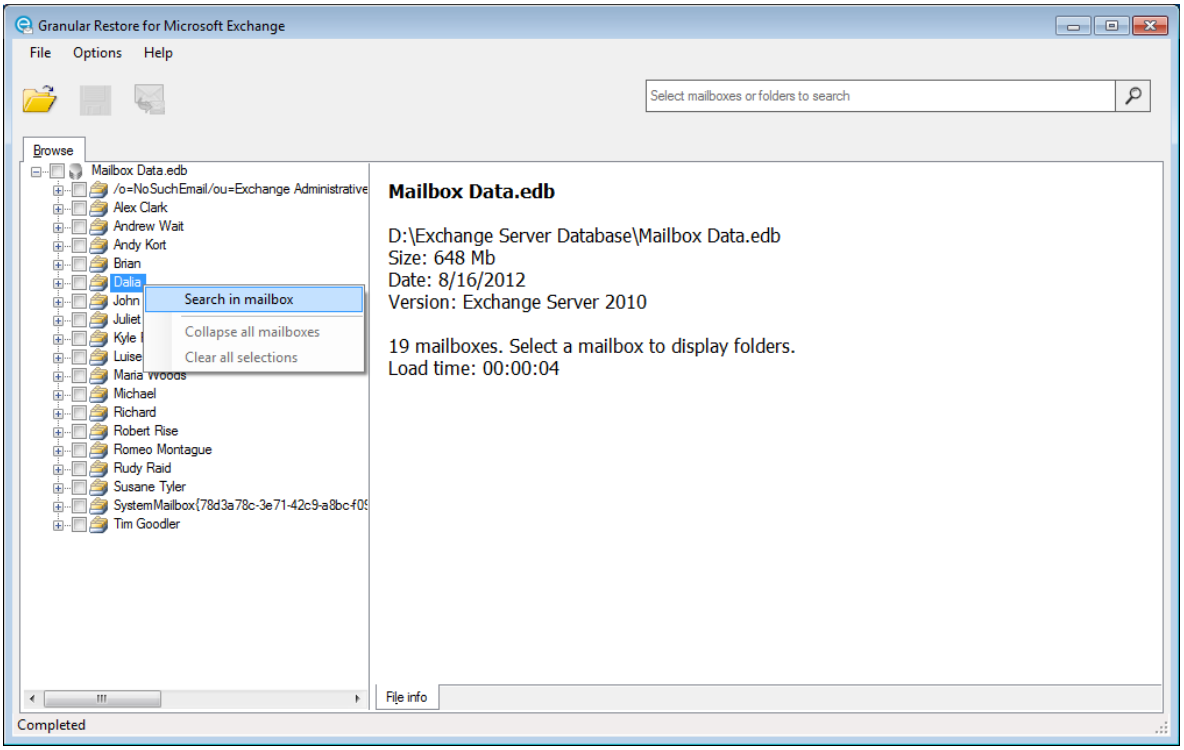
The quickest way to get search results is clicking on a particular mailbox, entering some keywords in the **'Search'** field and clicking the button 'Start search'.

Search results will be displayed on a separate tab.



If a user knows exactly in what mailbox or folder the data is located, using 'Search in Mailbox/Folder' parameter will speed up the search.

Right-click on a folder/a mailbox will open a context menu.

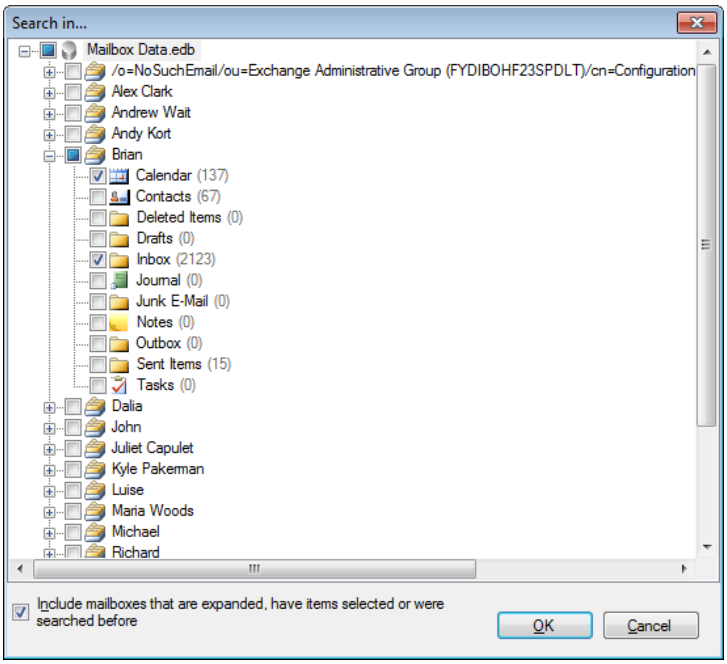


By clicking on this menu advanced mode of search dialog will be opened and “Search in” field will be filled with the selected mailbox/folder.

Fill in necessary search parameters and start the search.

For more precise searches click on the Search field, drop-down list of all search fields will appear:

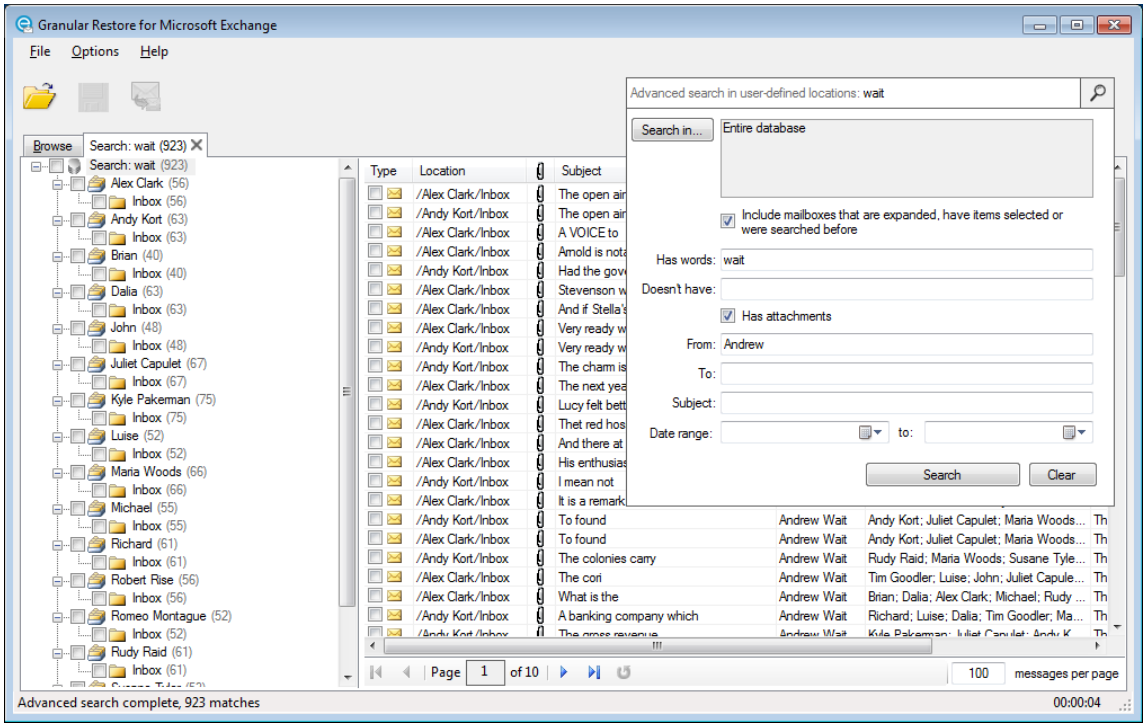
1. **Search in** - specifies mailbox(es)\folder(s) to search in. Default: entire database. If you select one or more Search in check boxes, but specify no additional search criteria, the utility will return all items from the selected folder(s).



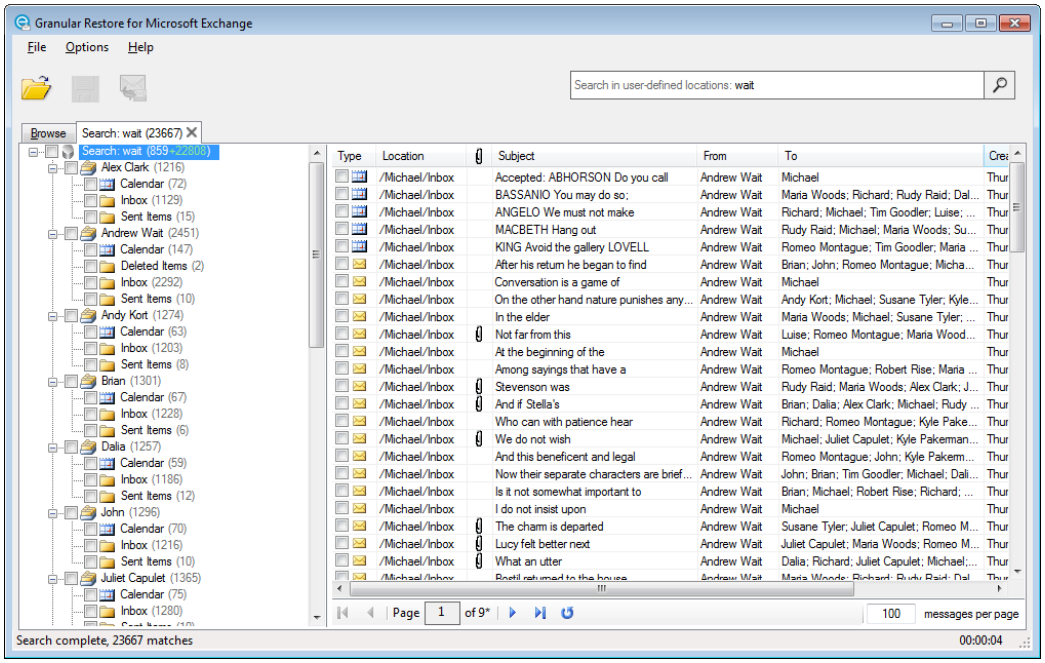
- **Has words** - search for mail store items that have words or phrases entered in the field.
- **Doesn't have** - search for items that **do not** have words or phrases entered in the field.
- **Has attachments** - search for items with attachments.
- **From** - search for keywords in the From: field.
- **To** - search for keywords in the To: field.
- **Subject** - search for keywords in subject.
- **Date range** - set specific date range if known. It is obligatory to set both the beginning and the end of the desired time period.

The outcomes of a search can be:

1. The program was able to find items that correspond to specified search parameters. The user can select separate items or mark search results for recovery.
   Clicking an item in the search results tab will open the item preview. Selecting item(s) in search results will make their recovery possible.



Counters of found elements are automatically updated or can be updated manually by clicking on “Refresh” button. If any folder is selected and the program has found new elements in it, then the following value will be shown: previous(value, when we selected the folder) value of a counter + count(in green) of newly found elements, which will be updated in real-time.



2. The search didn't match any items. Review search parameters and run another search.

Note

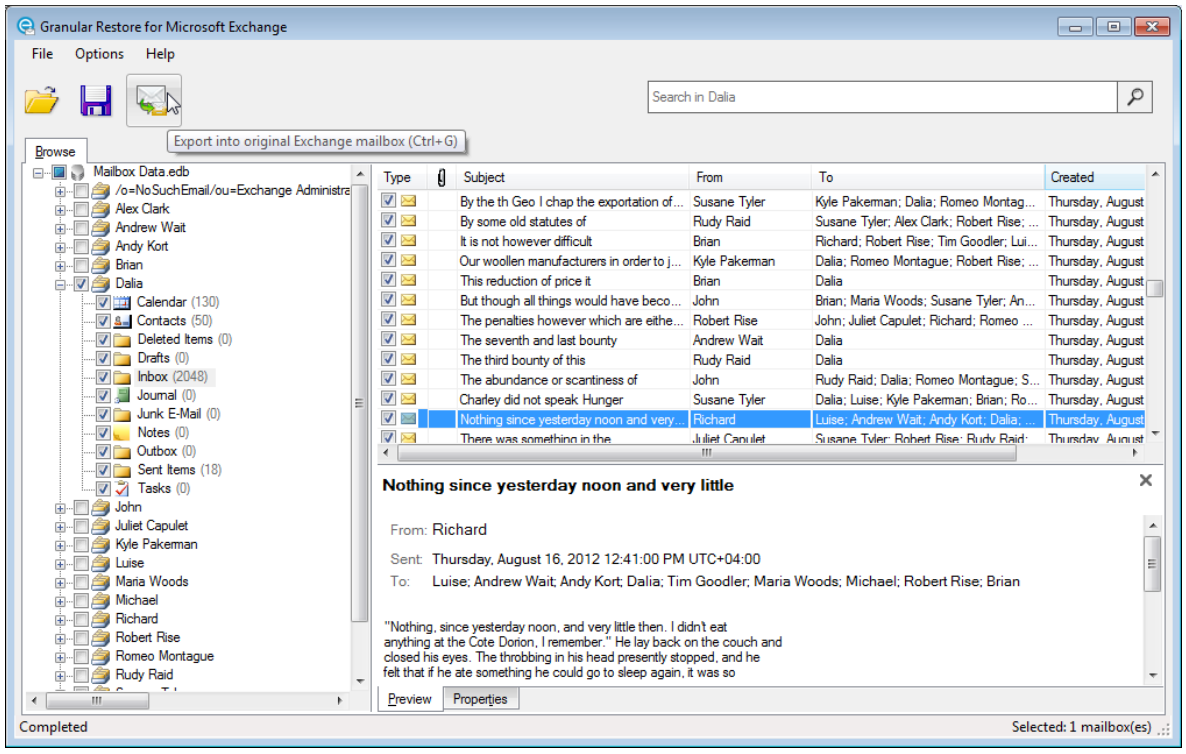
Next search in the same folder/mailbox will be almost instant within one program session.

5. Exporting Items

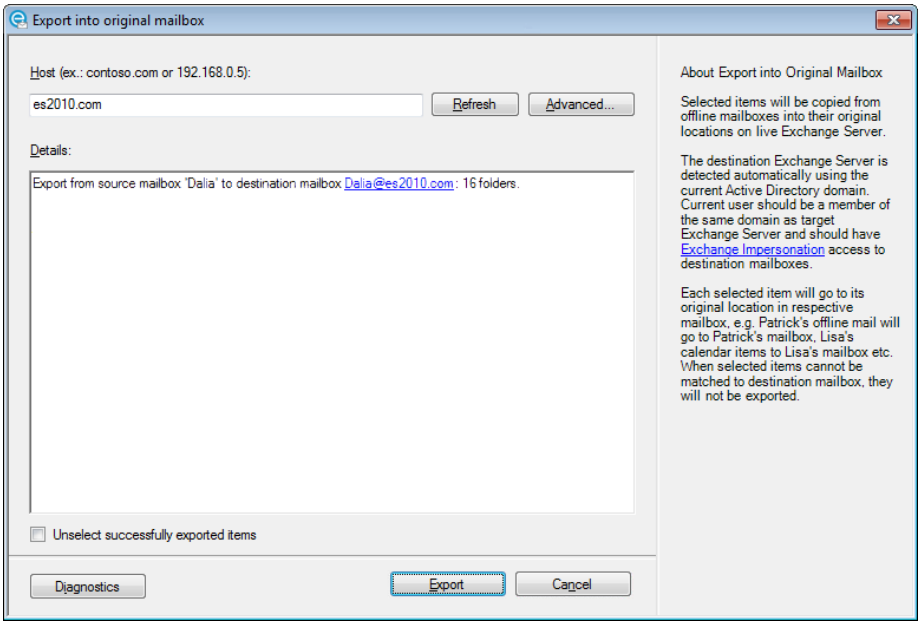
Granular Restore for Exchange includes the injection capability for items (emails, calendars, contacts, etc.) from offline database to original live Exchange database as well as granular data extraction to Personal Storage File (.pst) files.

5.1. Restore to Original Live Exchange Server

After startup, opening an EDB file and checking items the main window of the application looks as follows:



Clicking the injection button will bring up the following dialog:

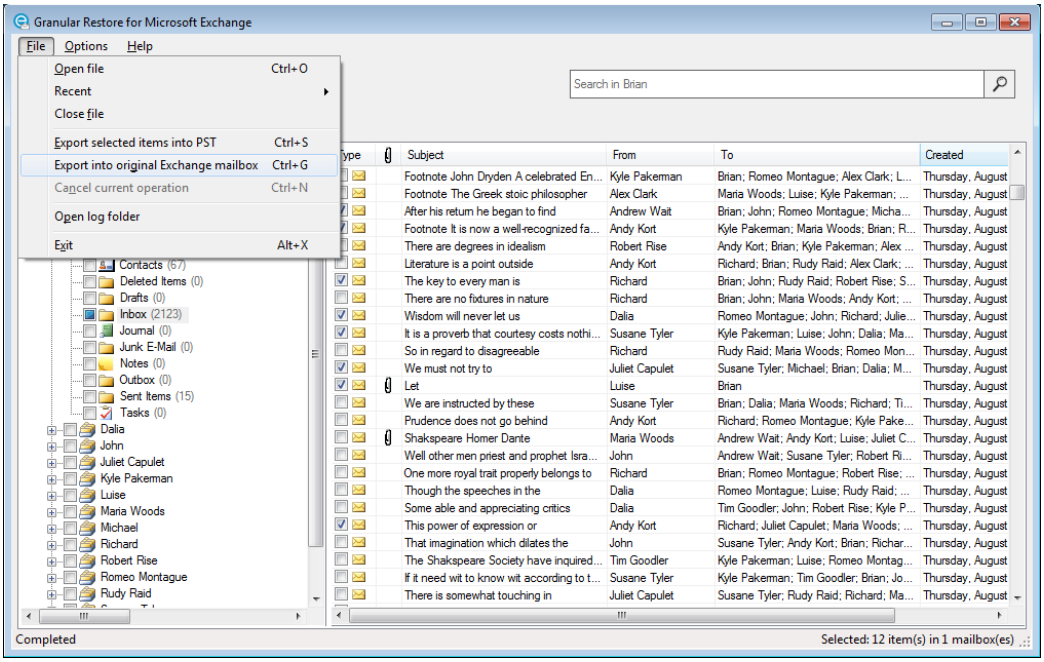

Export into original mailbox
Host (ex.: contoso.com or 192.168.0.5):
es2010.com
Refresh
Advanced...
Details:
Export from source mailbox 'Dalia' to destination mailbox Dalia@es2010.com: 16 folders.
Unselect successfully exported items
Diagnostics
Export
Cancel
About Export into Original Mailbox
Selected items will be copied from offline mailboxes into their original locations on live Exchange Server.
The destination Exchange Server is detected automatically using the current Active Directory domain. Current user should be a member of the same domain as target Exchange Server and should have Exchange Impersonation access to destination mailboxes.
Each selected item will go to its original location in respective mailbox, e.g. Patrick's offline mail will go to Patrick's mailbox, Lisa's calendar items to Lisa's mailbox etc. When selected items cannot be matched to destination mailbox, they will not be exported.

Domain name of the machine with Exchange Server will be automatically detected if current machine is in the same domain with Exchange Server.

Otherwise, fill in the field 'Host' manually and click Refresh.

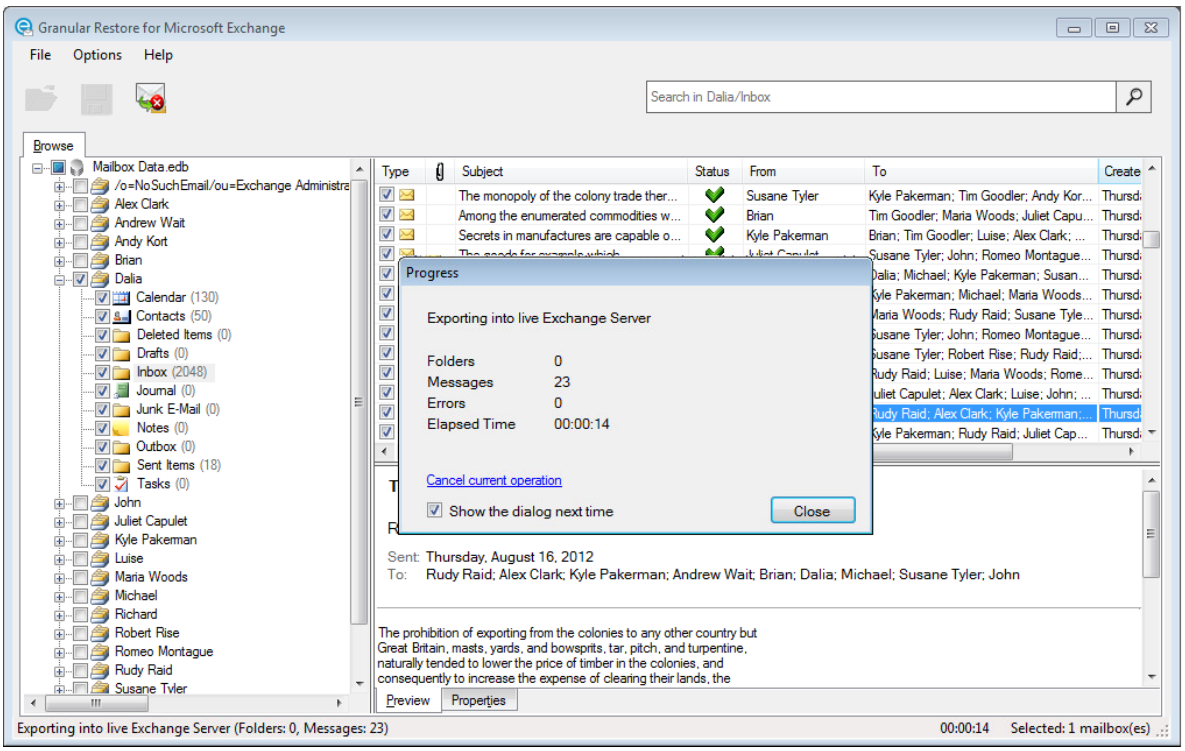
It is possible to export data to someone else's mailbox using Exchange Impersonation. To do this, the user must have Exchange Impersonation access to destination mailboxes.

Exporting to live Exchange is also available through "File" menu.



After entering the host name, the export will start. Required time depends on how many items are selected for export. You will be shown a progress window during the export. The window shows the number of saved folders, messages and errors. You can disable the Progress window directly in the window or go to the Options menu and select Show Progress Dialog.

The export can be cancelled by clicking the Cancel Exporting button on the taskbar.



Important Note

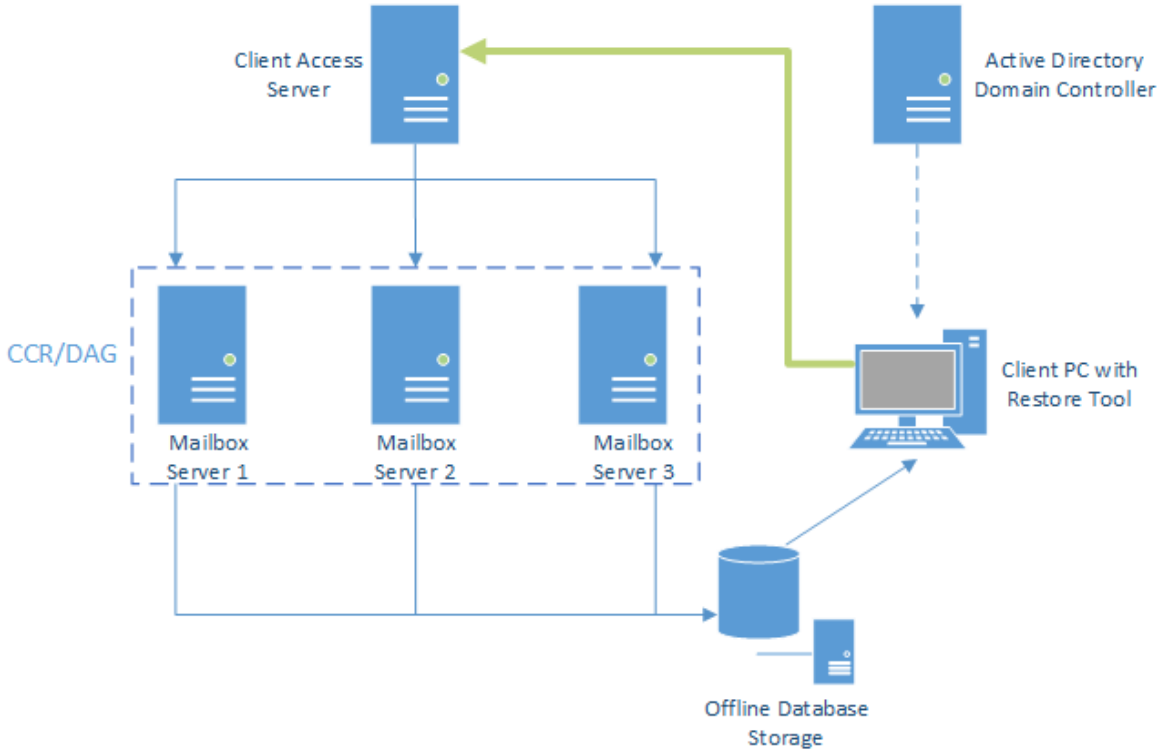
To export into original mailbox, the machine with Granular Restore for Microsoft Exchange is required to be in the same domain with Exchange Server. The user, used to log in and start the program, must be a domain user.

Note

If you closed the Progress window, it can be shown again by clicking on the progress bar on the status panel.

5.2. Working with clustered Exchange Server configuration

Exporting data into live instance of clustered Exchange Server does not differ from working with any other server configuration. Even if there are several servers with Mailbox Server Roles in your configuration, and they have been added to your CCR/DAG, data can be easily restored.

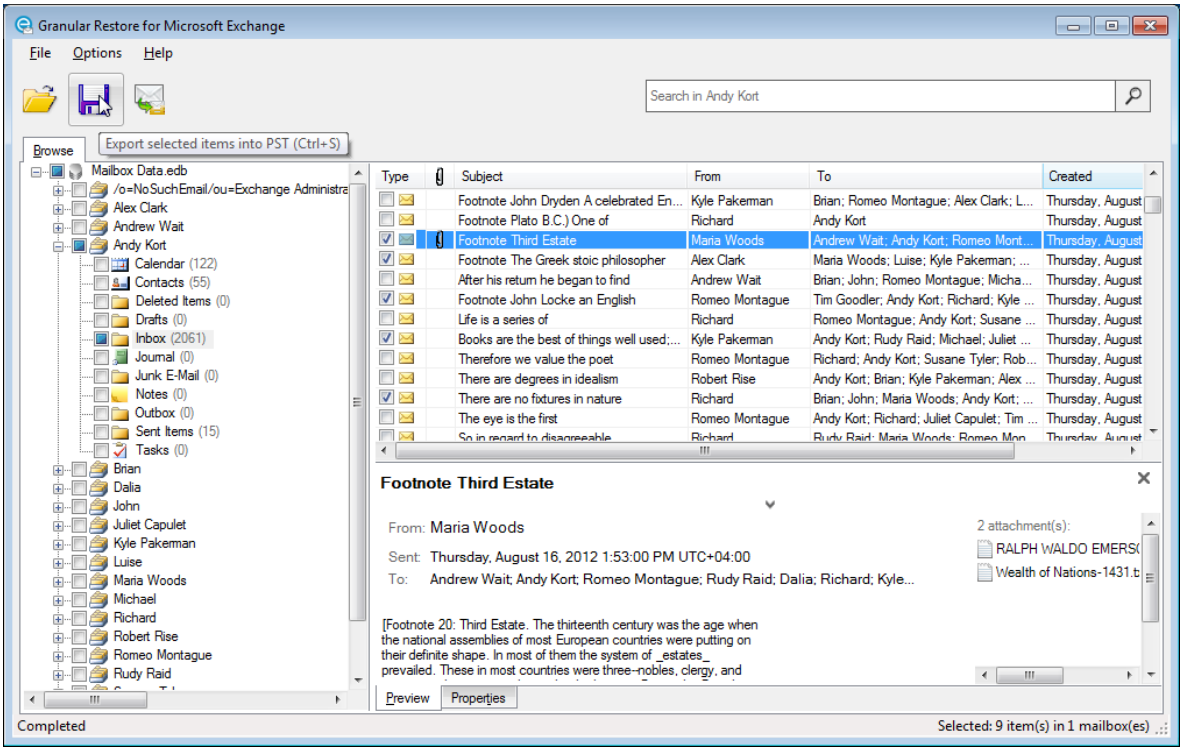


As you can see on the scheme, to export data into live server, Granular Restore for Microsoft Exchange calls Client Access Server to get access to specified mailbox. And it doesn't really matter which of existing Mailbox Servers stores target mailbox - data will be exported to the right place.

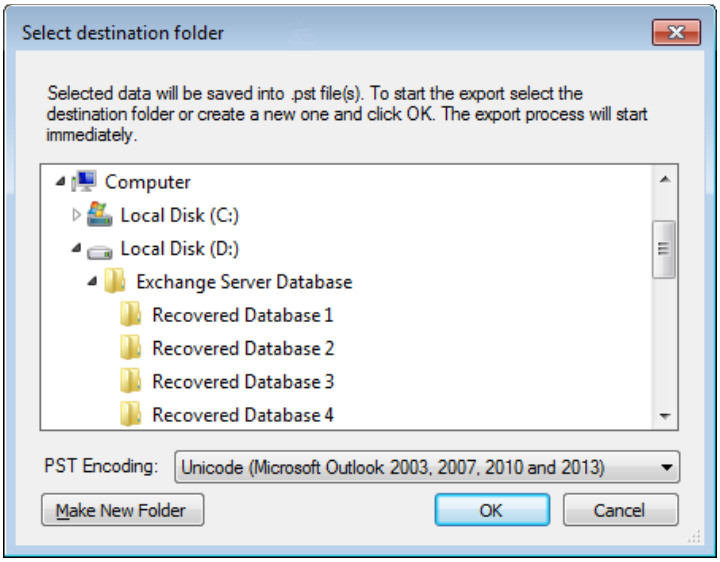
The IP-address or FQDN of Client Access Server should be specified in the Host field while using Expert mode. In "Export into original" mode FQDN of this server is detected automatically by calling Active Directory domain controller.

5.3. Restore to PST files

To save items marked for export, click the Export Selected Items button on the toolbar or select the item in the File menu.

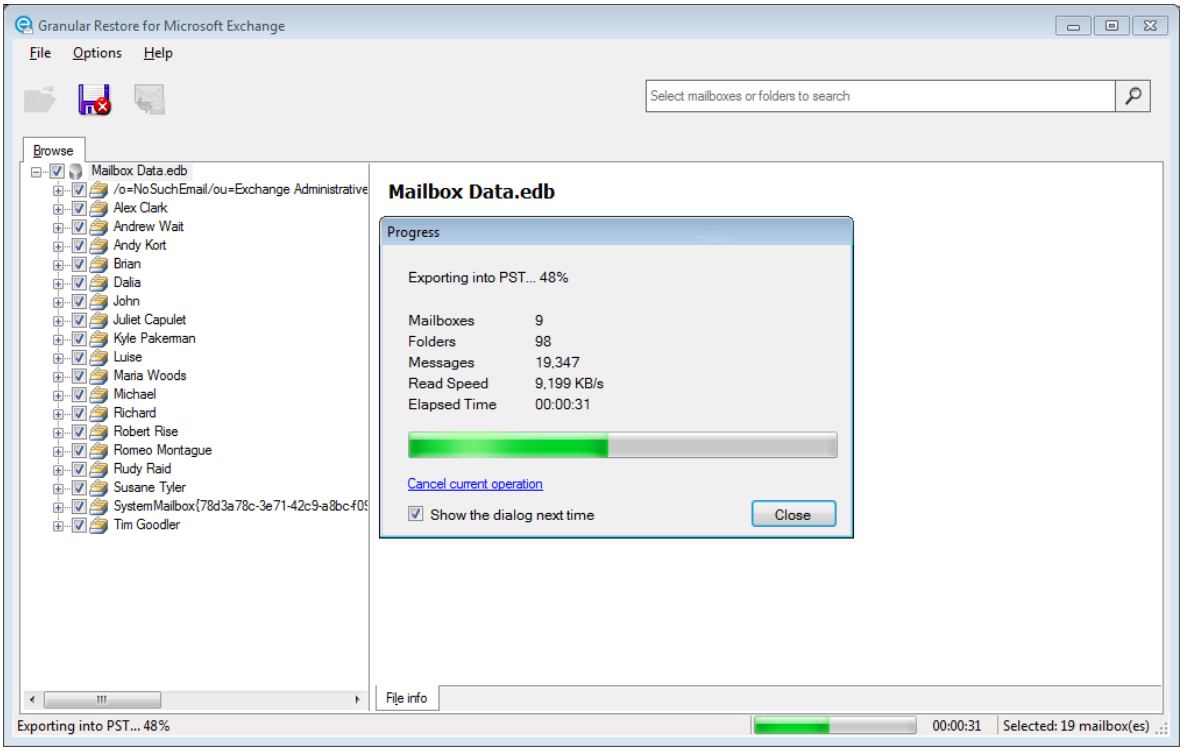

Granular Restore for Microsoft Exchange
File
Options
Help
Search in Andy Kort
Browse
Export selected items into PST (Ctrl+S)
Mailbox Data.edb
/o=NoSuchEmail/ou=Exchange Administra
Alex Clark
Andrew Wait
Andy Kort
Calendar (122)
Contacts (55)
Deleted Items (0)
Drafts (0)
Inbox (2061)
Journal (0)
Junk E-Mail (0)
Notes (0)
Outbox (0)
Sent Items (15)
Tasks (0)
Brian
Dalia
John
Juliet Capulet
Kyle Pakerman
Luise
Maria Woods
Michael
Richard
Robert Rise
Romeo Montague
Rudy Raid
Type
Subject
From
To
Created
Footnote John Dryden A celebrated En... Kyle Pakerman Brian; Romeo Montague; Alex Clark; L... Thursday, August
Footnote Plato B.C.) One of Richard Andy Kort Thursday, August
Footnote Third Estate Maria Woods Andrew Wait; Andy Kort; Romeo Mont... Thursday, August
Footnote The Greek stoic philosopher Alex Clark Maria Woods; Luise; Kyle Pakerman; ... Thursday, August
After his return he began to find Andrew Wait Brian; John; Romeo Montague; Micha... Thursday, August
Footnote John Locke an English Romeo Montague Tim Goodler; Andy Kort; Richard; Kyle ... Thursday, August
Life is a series of Richard Romeo Montague; Andy Kort; Susane ... Thursday, August
Books are the best of things well used;... Kyle Pakerman Andy Kort; Rudy Raid; Michael; Juliet ... Thursday, August
Therefore we value the poet Romeo Montague Richard; Andy Kort; Susane Tyler; Rob... Thursday, August
There are degrees in idealism Robert Rise Andy Kort; Brian; Kyle Pakerman; Alex ... Thursday, August
There are no fixtures in nature Richard Brian; John; Maria Woods; Andy Kort; ... Thursday, August
The eye is the first Romeo Montague Andy Kort; Richard; Juliet Capulet; Tim ... Thursday, August
Footnote Third Estate
From: Maria Woods
Sent: Thursday, August 16, 2012 1:53:00 PM UTC+04:00
To: Andrew Wait; Andy Kort; Romeo Montague; Rudy Raid; Dalia; Richard; Kyle...
2 attachment(s):
RALPH WALDO EMERS(
Wealth of Nations-1431.t
[Footnote 20: Third Estate. The thirteenth century was the age when the national assemblies of most European countries were putting on their definite shape. In most of them the system of _estates_ prevailed. These in most countries were three--nobles, clergy, and
Preview
Properties
Completed
Selected: 9 item(s) in 1 mailbox(es)

You will be asked to select or create the destination folder for recovered data as well as to select the output encoding:

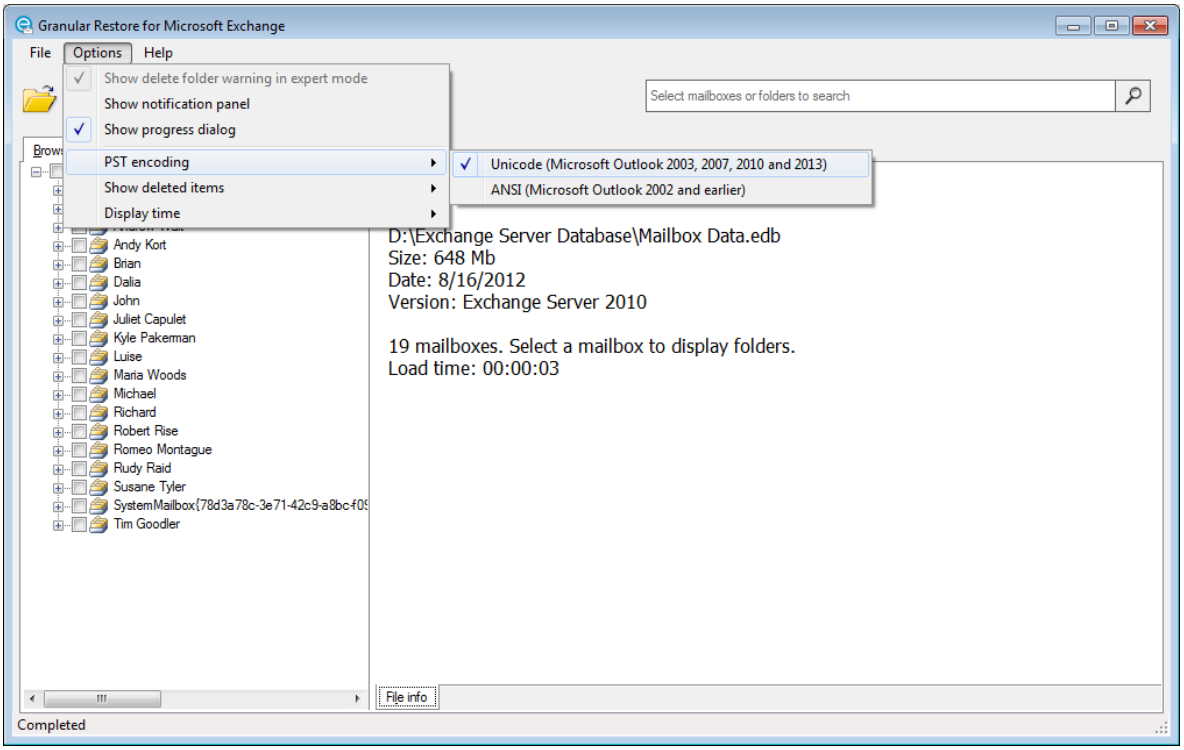

Select destination folder
Selected data will be saved into .pst file(s). To start the export select the destination folder or create a new one and click OK. The export process will start immediately.
Computer
Local Disk (C:)
Local Disk (D:)
Exchange Server Database
Recovered Database 1
Recovered Database 2
Recovered Database 3
Recovered Database 4
PST Encoding:
Unicode (Microsoft Outlook 2003, 2007, 2010 and 2013)
Make New Folder
OK
Cancel

After selecting folder, the export will start. Required time depends on how many items are selected for export. You will be shown a progress window during the export. The window shows the number of saved mailboxes, folders and messages. You can disable the Progress window directly in the window or go to the Options menu and select Show Progress Dialog.

The export can be canceled by clicking the Stop Export button on the taskbar.



The user can choose Unicode or ANSI encoding for the output file either using the Options menu or using the dropdown list in the 'Select destination folder' dialog.



Note

If you closed the Progress window, it can be shown again by clicking on the progress bar on the status panel.

5.3.1. PST File Naming, Size and Format

Granular Restore for Microsoft Exchange exports each mailbox into a separate .pst file named “Recovery NNN - <Mailbox Name>[- VVV].pst”, where NNN is current recovery session identifier, VVV – volume number in case the PST has to be written in more than one volume.

Example:

Recovery 001 - John Doe.pst
Recovery 001 - John Doe - 001.pst
Recovery 001 - John Doe - 002.pst
Recovery 001 - Mary Smith.pst

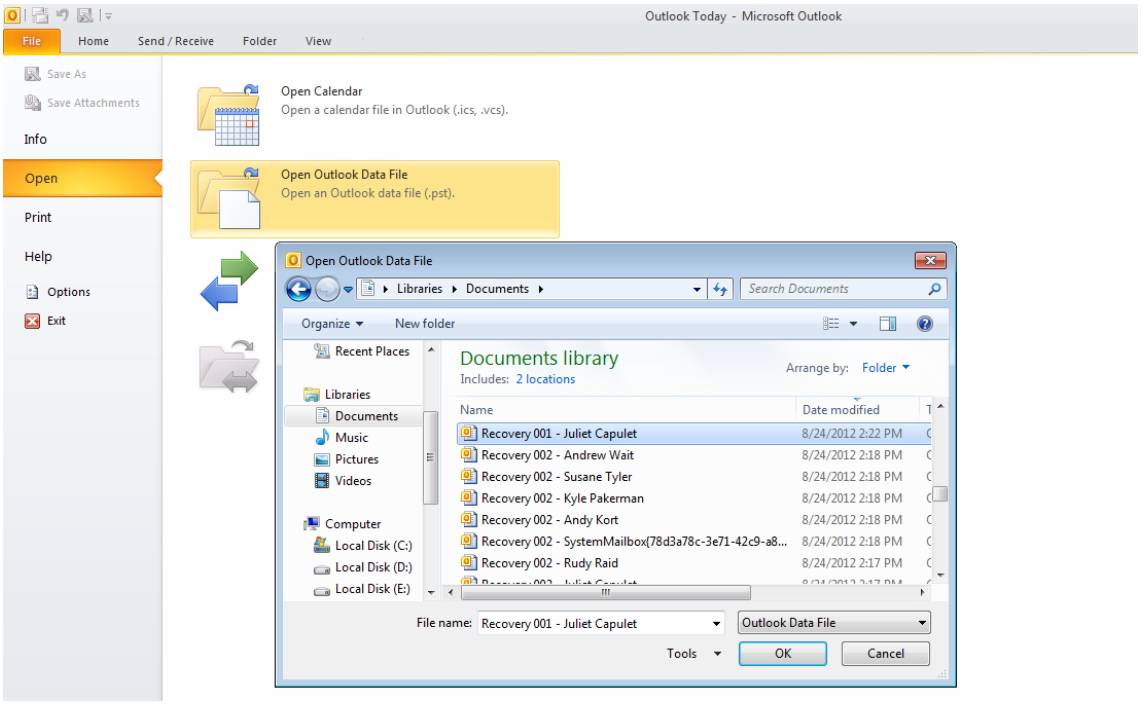
With large exports, there can be more than one file on the output. Additional files are created automatically when the file size limit is hit. The size volume limit depends on the output file encoding. For ANSI PST files the limit is 1GB, for Unicode files it is 10GB.

The limit on the number of messages that can be restored into each folder in the pst file is 15,000 messages. When this limit is hit, additional folders are created automatically.

5.3.2. Opening Exported Items in Outlook

To view and manipulate exported items, use Microsoft Outlook to open the Personal Storage File (.pst) files exported by Granular Restore for Microsoft Exchange:

- Start Outlook.
- Click File and choose Open Outlook Data File.
- Select exported pst file and click OK.



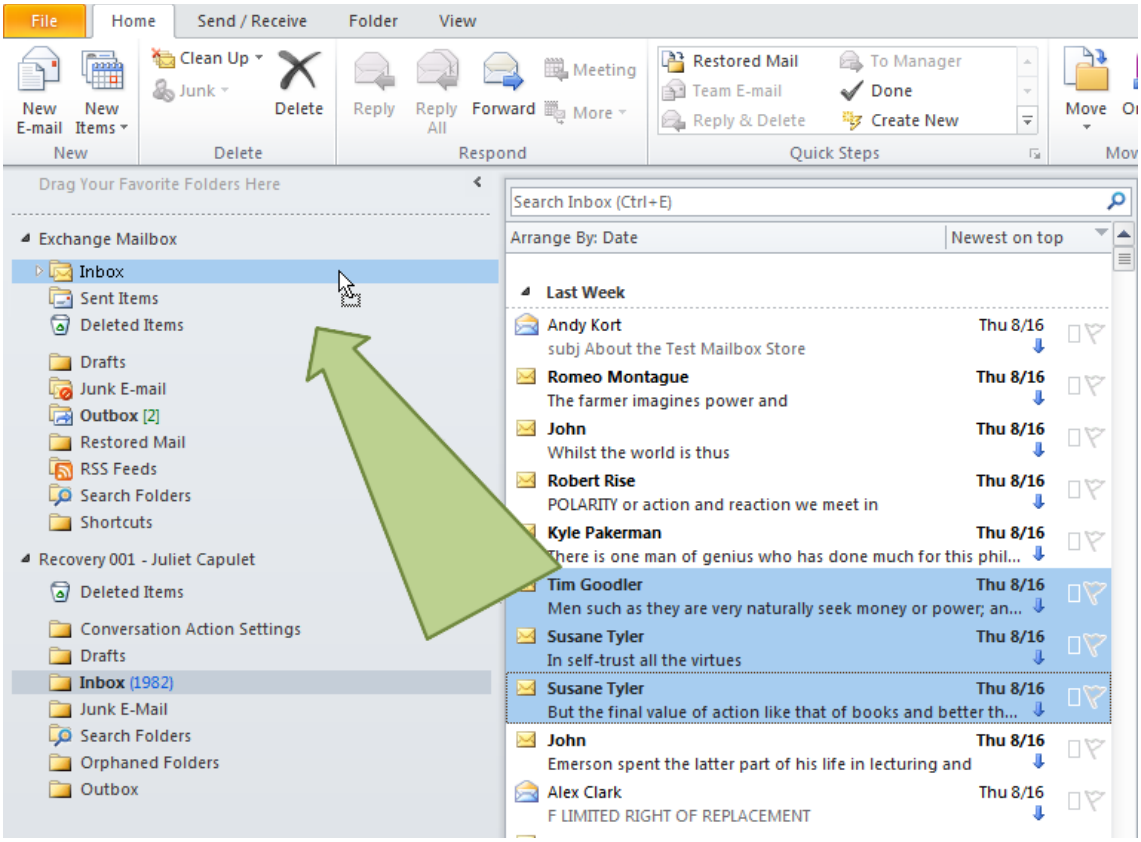
Note

It is not recommended to move .pst files that are open in Outlook. Before moving, right-click the name of the Outlook Data File (.pst) and click Close.

5.3.3. Restoring Exported Items into Exchange Server

Items extracted from an Exchange mailbox store can be easily restored into a live server:

- Make sure you have Microsoft Outlook with access to the mailbox you want to restore items into.
- Open .pst file with exported messages.
- Open the mailbox you need to import data into.
- Select the items and drag-and-drop them back into the original folders. They will be automatically syncronized with the live Exchange Server database.



6. Command-Line Interface

The command line feature allows you to easily process several databases.

Usage: esr.exe <source> <destination>

Example: esr.exe "c:\Mailbox Database.edb" "c:\results\"

Below is a list of commands with their description that can be used in command line:

- There are several ways to set the source file(s):

Operation	Description	Example
<file mask path>	mask to path with files	esr.exe c:*.edb c:\results\
/list=<path>	sets a path to file which contains a list with files to recover	esr.exe /list=d:\files_to_recover.txt c:\results\
/list={file1, file2, …, fileN}	sets enumeration of files to recover. Full path to file must be used	esr.exe /list={d:\1.edb, d:\2.edb} c:\results\

- Specify the destination directory for the recovered file(s):

Operation	Description	Example
<out dir>	path to output directory	esr.exe c:*.edb c:\results\

- Display items for restore if they have a size property of zero (0):

Operation	Description	Example
-notfilterfaultymessages	opens in UI mode using last-opened database without the filtering	esr.exe -notfilterfaultymessages

- Detailing parameters:

Operation	Description	Example
/initdir=<path>	sets the initial directory for the Open Database dialog	esr.exe /initdir="c:\EDB Mailboxes\"